
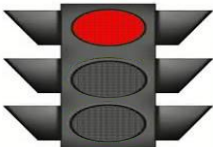


Lynda.com Active Total Users Louisville Free Public Library

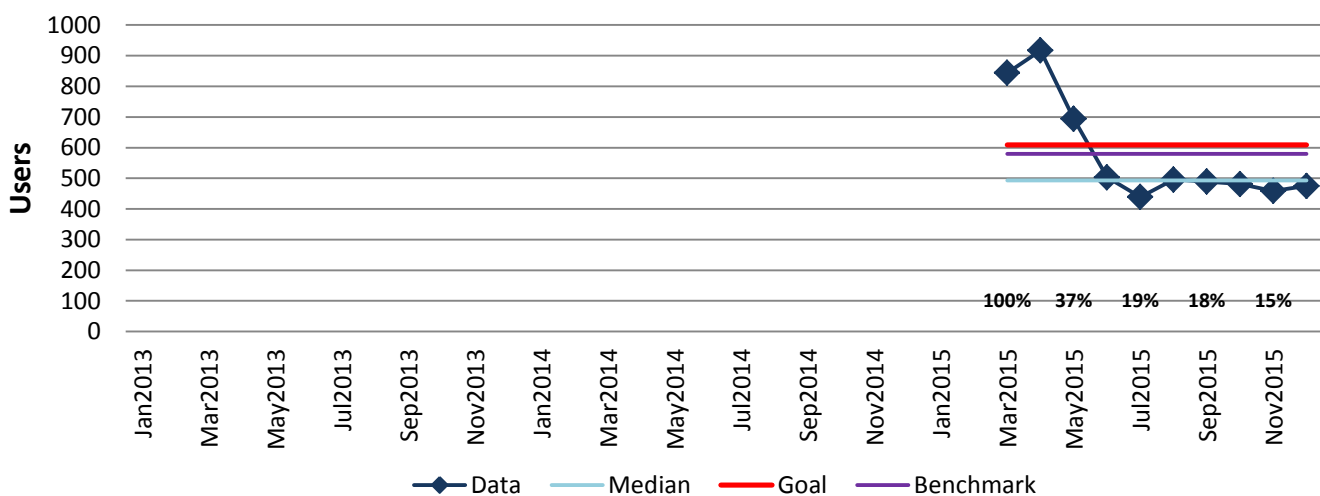


KPI Owner: Julie Scoskie

Process: Training

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: MEDIAN Goal: 7,308 = AVG + 5% by end of FY 2015-16. Benchmark: AVERAGE		Data Source: Lynda.com Reports Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Count of all users active on Lynda in the previous month. (Total users who logged in this month.) Why Measure: To quantify benefit from Lynda.com Next Improvement Step: Renew for 2016 and continue to promote.		
How Are We Doing?					
Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
6,087	5,797		609	475	
Users	Users		Users	Users	

Lynda.com Active Total Users



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.